

UoB Purchasing card processing SOP

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16/02/17	<ul style="list-style-type: none"> Added in PayPal address to use to enable payment approvals 	NR
22/03/17	<ul style="list-style-type: none"> Added in additional mention of 'window' being opened and ensuring payee charges card account at that time. Added in paper copies of receipts and Proactis expense forms are to be saved in the red folder located in NR/LE's office bookcase. 	NR

Review History		
Date	Review details	Approved by

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Definitions

UoB	University of Bristol
Credit card	The CLAHRC West UoB Barclays purchasing card
Requester	Member of CLAHRC West staff requesting purchase by UoB credit card

1.0 Background

- 1.1 This SOP relates to the use, organisation and management of the CLAHRC West credit card.

2.0 Purpose

- 2.1 The purpose of the SOP is to ensure the correct processes are followed to comply with the use of the credit card. There are several UoB financial processes to follow in order to retain use of this credit card – CLAHRC West staff are required to comply with these and any internal processes related to the card.

3.0 Scope

- 3.1 This SOP will describe the use of the credit card, who holds it and who has authority to use it. In addition, the processes to follow to ensure purchasing is correctly processed, receipted and recorded, in line with UoB finance processes.

4.0 Responsibilities

- 4.1 Dr Niamh Redmond (NR) CLAHRC West Research Fellow/Manager is the named card holder and is generally responsible for the card, its management and use and processes.
- 4.2 **No other CLAHRC West staff members are allowed to use the card.** This is a UoB finance rule and regulation and must be adhered to. Delegation to KW to use the card on a day-to-day usage under supervision by NR has been temporarily agreed internally, but this is strictly not allowed by UoB standard finance processes. Therefore any correspondence with Faculty Finance should go through NR only.
- 4.3 Ms Katie Warner (KW) CLAHRC West project support officer is responsible for using the card under supervision of NR. KW is also responsible for holding and securing the card in a safe place when not in use.

5.0 Safety Considerations

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5.1 Data and financial protection considerations must be complied with. UoB web pages details this for all purchasing/credit cards (<http://www.bristol.ac.uk/media-library/sites/finance/documents/forms/credit-card-guide.pdf>).

6.0 Procedure

6.1 Summary of the credit card

- 6.1.1 The credit card is a UoB purchasing card which is defined as “Suitable for users purchasing goods/services on behalf of the School/Division.” CLAHRC West applied for this in August 2016 using NR’s name on behalf of CLAHRC West. Only UoB employees are allowed to apply and manage this type of card (finance regulations determine this).
- 6.1.2 **The purpose of the card is for use when an UHBristol or UoB usual finance process cannot be followed** (e.g. usual process would be raising an acquisition and purchase order number, obtaining an invoice). **Usual finance processes should always be investigated and used in the first instance** when a purchase needs to be made.
- 6.1.3 The credit card is only available for use for the following categories:
- Conference registrations
 - Accommodation (hotels/rooms) for conferences when Ian Allan cannot be used/CLAHRC West business meetings
 - Online purchases for equipment/consumables/general supplies
 - Registrations for conferences/academic bodies/meetings
 - Other purchases we cannot pay for under the usual UHBristol / UoB finance processes

6.2 Credit card details

- 6.2.1 The card is in the name of: Dr Niamh M Redmond.
Address to use is: University of Bristol Services Ltd,
1-9 Old Park Hill,
Bristol, BS2 8BB.

This is the **usual payment address to use**. If it is a PayPal account see section 6.3.7 which details what to do.

- 6.2.2 The limit to spend per month is £2,000, this covers a 6 week window period between statements.
- 6.2.3 The maximum limit per transaction is £1,000.
- 6.2.4 See **point 6.4** if these limits are required to be increased.

6.3 Using the credit card

- 6.3.1 **The following process must be followed when using the credit card.**
[Appendix A](#) details the process to follow in a flowchart format

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- 6.3.2 KW holds the card in a locked holder in her desk. KW/NR will use the credit card on behalf of CLAHRC West staff (Project officers, Research staff, other staff) requesting the purchase (the 'requester') once all the details about the required purchase have been communicated. UoB Finance rules and regulations determine that no one but the card holder can use the credit card.
- 6.3.3 Advance notice of the need to use the credit card is ideally required in order for KW/NR to be able to book this in to their work schedules – 2 to 3 working days ideally and one working day at the very least. Occasionally KW/NR can complete the process at short notice.
- 6.3.4 Team lead or CLAHRC West Manager authorisation is required (email or verbal) if CLAHRC West staff are requesting purchases.
- 6.3.5 Either email or speak to KW directly with the details of the required purchase. KW will need to know (a) the reason for the request and why this cannot be obtained by invoice to UHBristol or purchased through UHBristol/UoB travel or other finance processes etc (b) the cost/amount of the purchase (c) the method of purchase (website/telephone line/booking form/Chip and Pin entries) etc and (d) that Team Lead or CLAHRC West Manager approval has been obtained. The staff member requiring the purchase is responsible for ensuring the correct information is provided to KW/NR to complete the purchase properly.
- 6.3.5.1 If KW is unsure of information provided in (a) to (d) above, KW is to discuss with NR.
- 6.3.5.2 If KW is uncertain about authorisation for the request, then KW must immediately raise this with NR and/or CLAHRC West Manager (LE).
- 6.3.6 KW will endeavour to complete the purchase as soon as possible and inform the requester that it is in process/has been completed. The card holder name and address (see section 6.2.1) should be used. If it is a PayPal account then a different address should be used (see next bullet point)
- 6.3.7 **PayPal account:** Please use card holders name and email address (niamh.redmond@bristol.ac.uk) to create a guest PayPal account - this will ensure card and account details are the same and the payment receipt goes to the cardholder's email account. The card address to use with the PayPal account is:
- CC & Payables - Finance Services,
South Wing, 4th floor
Senate House, Tyndall Avenue,
Bristol BS8 1TH
- 6.3.8 **If the credit card is accepted**, then KW will save the receipt of the purchase, label it appropriately and email to NR with requester's details and purchase information (as described in 6.3.5) as soon as possible and

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within 5 working days of the purchase. Please ensure the payee processes the payment as soon as possible (i.e. does not hold the card details for a later date as it may not work).

6.3.9 If the credit card is declined – see point 6.6

6.3.10 NR will save the receipts in her O-drive for future processing via UoB Proactis. Each purchase generates a Proactis expense form under NR's Proactis account. The information about the purchase is required to be reconciled with the Proactis entry by the **10th of each month**.

6.3.11 In Proactis NR is required to complete the type of purchase, the VAT number (if known), the site of payment (UK/Non-UK), the grant code to make payment from (SSCMRK7503) and a copy of the receipt attached to the expense claim form. An explanation of the reason for the purchase is also helpful to put in the comments section.

6.3.12 Once the Proactis expense form is submitted, UoB Finance department process this and pays the Barclaycard account. NR receives monthly printed statements and these are filed in NR/LE's office.

6.3.13 All receipts and completed Proactis expense forms should be printed out so that paper copies can be saved in the red folder located in NR/LE's office bookcase.

6.4 Increasing the credit card limit(s)

6.4.1 If the total limit and single purchase limits need to be increased for particular purchases, then this must be requested by NR by emailing the Corporate Card team (finance-corporatecards@bristol.ac.uk) with details of the request. Only NR can request this, as the card holder.

6.4.2 NR will inform KW once this has been completed.

6.4.3 Time to allow for this administration is required prior to purchases going through.

6.5 Problems with using the credit card

6.5.1 If the card is declined, then KW is required to inform NR about this problem and the reason for decline detailed on the purchase as soon as possible and within one working day.

6.5.1.1 In order to rectify this, NR is required to check the Barclaycard online statement and reason for decline by logging onto the system here (<http://www.barclaycard.co.uk/business>) with the appropriate login details. The decline reason can be obtained.

6.5.1.2 If the purchase is through a PayPal account, see section 6.3.7 to resolve the issue.

6.5.1.3 NR is to then email Corporate Card Mailbox (finance-corporatecards@bristol.ac.uk) with details of the decline

reason, credit card details and request to resolve. Appendix B details an example email – this has to come from NR only.

6.5.1.4 On occasions where the payment category is generic (e.g. a website), it may be possible to open up the payment category temporarily for a short period of time to allow payment to occur. The Corporate Card Team will decide whether this is appropriate and will request this with Barclaycard themselves. Rachel Evans (Rachel.Evans@bristol.ac.uk), Deputy Faculty Finance Controller can be contacted by NR when requests cannot be resolved with the credit card team. RE should only be contacted very occasionally.

6.5.1.5 If the declined reason is resolved, then NR will be informed by the Corporate Credit card team and payment can be made.

6.5.2 Double bookings/payments

6.5.2.1 **This should not occur if processes are being followed appropriately.** However in cases where this has happened, it is the requester and KW/NR's responsibility to ensure that transactions are correct and to rectify any discrepancies with the supplier.

6.5.2.2 **Please complete a contact report detailing the problem, who was involved and how this was rectified** and email to NR in case of queries from UoB finance or Barclaycard.

Contact report templates can be found here:

G:\Studies\CLAHRC\Projects\00_PLEASE DO NOT REMOVE
Project Template Folder Structure for copying\Administration

6.5.3 Refunds

6.5.3.1 If a refund on the card is required, then please inform NR of this and ensure a receipt is obtained.

6.5.3.2 NR will need to reconcile the refund on the monthly Proactis statements, as usual (see 6.3.10) in order for the refund to be accepted, hence why a receipt is required.

6.6 Annual/sick leave

6.6.1 Planning in advance is required for any credit card purchases when KW/NR are on annual leave or sick leave. KW/NR will endeavour to inform CLAHRC West staff of periods of annual leave in advance, to give staff the opportunity to organise purchases prior to annual leave commencing.

6.6.2 During periods of annual leave/sick leave and the card is not available/usable, then the School of Social and Community Medicine also has a departmental credit card for use in emergencies. Please contact Claire Snadden/Anne Rennie for advice (Claire.Snadden@bristol.ac.uk/ Anne.Rennie@bristol.ac.uk)

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explaining the urgent nature, previous attempts to pay and details required of the purchase. There is no guarantee that this will be resolved and the requester may need to wait until the CLAHRC West credit card/ KW/NR are available again.

7.0 List of Appendices

7.1 Appendix A: Flowchart of the credit card process

7.2 Appendix B: Example email to Corporate Card Mailbox

8.0 Approval and sign off

Author:

Name: Niamh Redmond

Position: Research Fellow/Manager

Signature:

Date: 22nd March 2017

Authorised by:

Name:

Position:

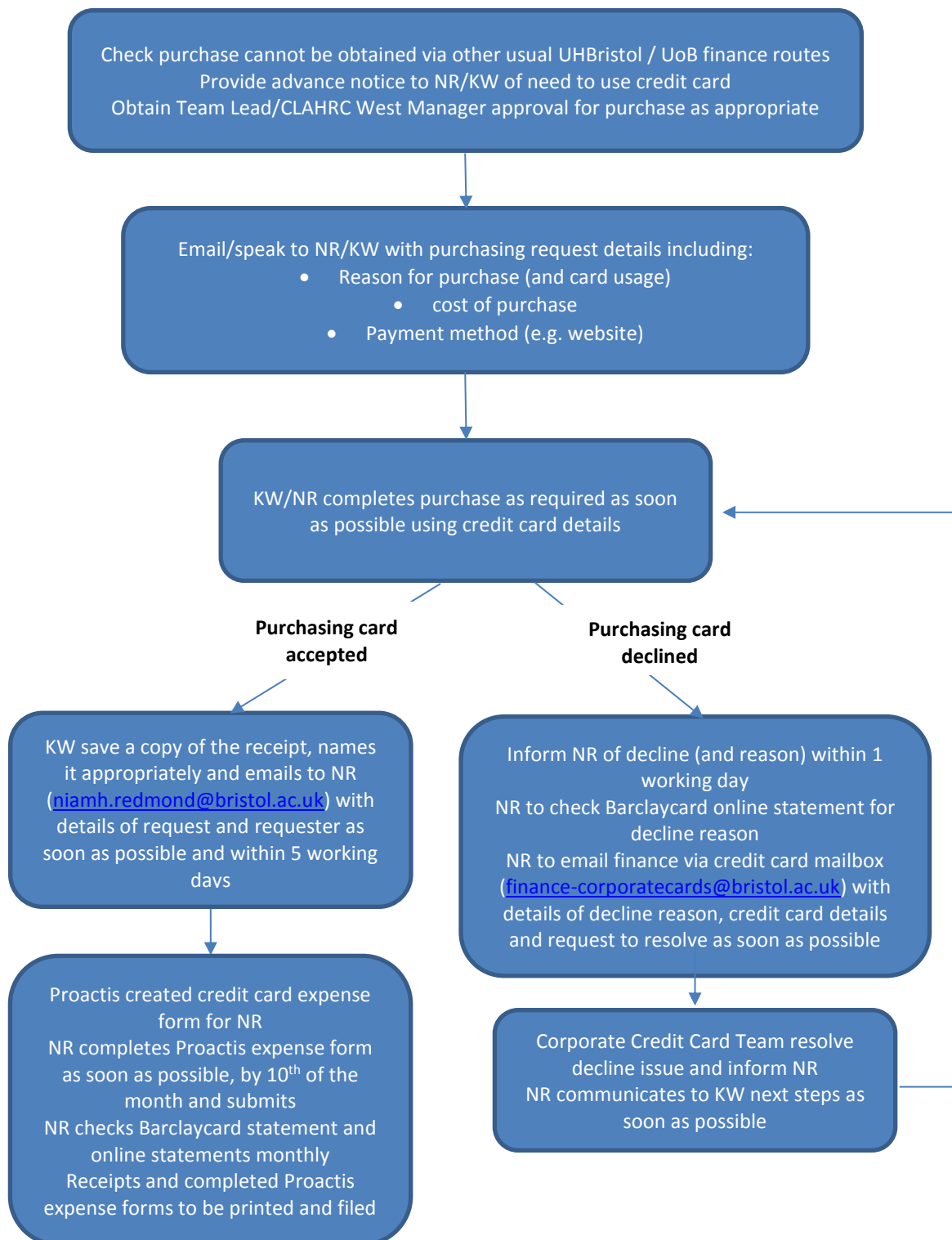
Signature:

Date:

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Appendix A:

Flowchart of the credit card process



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Appendix B

Example email to Corporate Card Mailbox (finance-corporatecards@bristol.ac.uk) to request payment category opening or rectification of declined card.

Subject: CLAHRC West Conference accommodation payment

Ref: Credit card no: ending in 5468 6690

Dear Maria

I'm afraid we've had another decline for a conference booking for some CLAHRC West researchers. The actual conference registration went through on the credit card but the associated accommodation booking did not. Please see below for declined info:

08/02/2017 11:36	Declined	000000	SPEEDYBOOKER.COM	7011	140.00	Payment	INDIVIDUAL MCCG INCLUDE (NO MATCH)
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Would it be possible to rectify this for us temporarily please?

Many thanks,
Niamh Redmond

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